- This presentation will cover the following topics:
  - Current Status
  - Success and Challenges
  - Ramping Up
  - Best Practices
  - Next Steps
  - Code of Conduct
  - Q&A

Current Status

- Overall Status
  - LTASC is at the halfway point of the base year.
  - 29 task orders have been initiated.
  - On average, 16 proposals have been received for each task order.
  - The vehicle is maturing as more task orders are being placed and Institute/Center (IC) involvement increases; seven ICs have placed orders to date.
- Current Status
  - The graphic to the right displays the status of the 29 task orders.
  - There have been 9 Awards made to 7 vendors.
  - Eight requirements are being defined and are planned to be released shortly.

Successes

- The chart below displays some of the successes of LTASC:

Contract Awareness
- LTASC has gained significant interest within the NIH community and it has been marketed at several NIH-wide events.

Task Order Process
- Contacts have been identified at the ten Consolidated Operations Acquisition Centers (COACs) to help streamline the ordering process.
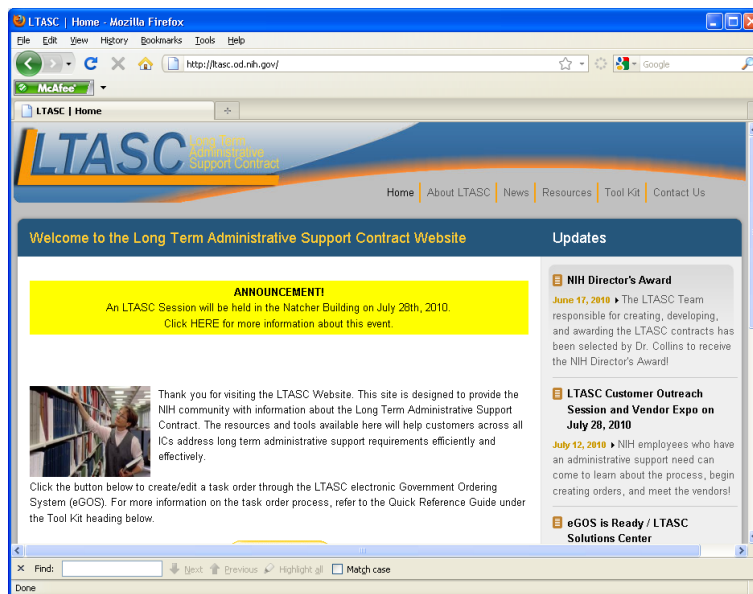
Solutions Center
- An LTASC Solutions Center has been established to answer vendor and NIH customer questions.
- The Center is also focused on improving the vehicle by recording and adapting to lessons learned.

eGOS
- Updated hardware has improved the system's speed and efficiency.
- Technical challenges have also been addressed.

LTASC Solutions Center

- The Solutions Center supports Vendors, IC Customers, and Consolidated Operations Acquisition Centers (COACs).
  - Performs marketing, outreach, and training activities
  - Maintains the LTASC Website – http://LTASC.od.nih.gov
  - Operates the LTASC Help Desk Phone – 301.435.5468
  - Supports the task order process and the LTASC electronic Government Ordering System (eGOS, http://LTASC.egos.nih.gov)

1. IC Task Order Team creates the TORP

2. LTASC Program Support Team reviews and releases the TORP

3. Vendors Respond

4. IC Task Order Team evaluates, selects the awardee, and awards the task order.

Challenges

- The graphic below addresses some challenges and potential solutions:

	eGOS	Reporting	Evaluation	Vendor Marketing
Challenge	The transition from manual TORPs to eGOS required adaptation	Personnel are required to capture hours worked daily; Monthly Progress Status Reports will be required	Some task orders are taking longer than expected to evaluate	Concerns raised regarding vendor marketing practices
Solution	Developers are updating eGOS based on feedback and lessons learned	Personnel should keep timesheets and a Status Report template will be provided	More guidance is being provided and growing experience will accelerate process	Vendors should follow a code of conduct

Ramping Up

- The LTASC Program Support Team is planning for an influx of TORPs for two main reasons:
  - The Government is nearing the end of the fiscal year (9/30/2010).
  - Administrative support positions ending in September from another major contract are expected to be transitioned to LTASC.

- To help alleviate the challenges the next few months may present, the LTASC Program Support Team has been:
  - Conducting onsite training sessions with the various COACs and IC representatives as part of our continuing education of LTASC and eGOS.
  - Encouraging ICs and COACs to initiate task orders early in hopes to stagger the load.

September 10						
S	M	T	W	T	F	S
				1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30		

Next Steps

- Look out for an increase in TORPs over the next several months. We encourage you to be prepared by:
  - Gathering qualified candidates that may be proposed.
  - Checking your LTASC specified email regularly.
  - Contacting the Solutions Center with any questions.
- Provide feedback on a possible Vendor Forum.
  - Our goal is to strive for continuous improvement of the contract and we propose a Vendor Forum to elicit feedback on contract activities.
  - The Forum will not be mandatory.
  - Look out for future communications regarding the Forum.
- Maintain and follow a professional code of conduct for all of your employees whether onsite or offsite.

Code of Conduct

- Each vendor is required to have a Code of Conduct according to FAR 52.203-13 Contractor Code of Conduct.

- The LTASC Program Support Team would like to remind vendors that they should avoid the following:
  - Berating or inhibiting another vendor.
  - Releasing bad information, particularly regarding the status of task orders.
  - Contacting current staff. Customers are complaining that this is disruptive.

- Vendors should maintain a professional code of conduct and behave accordingly.

- Remember that you are reflecting the vehicle. Our success depends on your professional, quality-driven performance.

Thank you for your time and attention. We hope this has been a helpful session for you!

Questions?

Conclusion

Please contact the LTASC Program Support Team or the LTASC Solutions Center with any questions, concerns, or feedback:

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LTASC Solutions Center

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